

**TOP 25 CITATIONS**  
**7/1/2006 - 9/30/2006**

**R9-20-214.A.1.a.c.** **35**

R9-20-214. Environmental Standards

- A. A licensee shall ensure that:
  - 1. An agency's facility, furnishings, and premises are:
    - a. In good repair;
    - b. Clean; and
    - c. Free of:
      - i. Odors, such as from urine or rotting food;
      - ii. Insects and rodents;
      - iii. Accumulations of garbage or refuse; and
      - iv. Hazards;

**R9-20-214.I.1.8.** **32**

R9-20-214. Environmental Standards

- I. A licensee shall ensure that a first aid kit is maintained on the premises, is accessible to staff members, and contains the following supplies in a quantity sufficient to meet the needs of all clients:
  - 1. Adhesive bandages,
  - 2. Gauze pads,
  - 3. Antiseptic solution,
  - 4. Tweezers,
  - 5. Scissors,
  - 6. Tape,
  - 7. Disposable medical-grade latex and non-latex gloves, and
  - 8. Resealable plastic bags of at least one-gallon size.

**R9-20-209.J.6.a.g.** **27**

R9-20-209. Assessment and Treatment Plan

- J. A licensee shall ensure that a treatment plan is developed for each client and that the treatment plan:
  - 6. Includes:
    - a. The client's presenting issue;
    - b. One or more treatment goals;
    - c. One or more treatment methods and the frequency of each treatment method;
    - d. The date when the client's treatment plan shall be reviewed;
    - e. If a discharge date has been determined, the treatment needed after discharge;
    - f. The signature and date signed, or documentation of the refusal to sign, of the client or the client's guardian or agent or, if the client is a child, the client's parent, guardian, or custodian; and
    - g. The signature, professional credential or job title and date signed of:
      - i. The staff member developing the treatment plan; and

- ii. If the treatment plan was completed by a behavioral health technician, the behavioral health professional approving the treatment plan

**R9-20-214.H.1.**

**22**

R9-20-214. Environmental Standards

H. A licensee shall ensure that:

- 1. A fire drill for staff members and, except for clients in a correctional facility, clients on the premises is conducted at least once every three months on each shift;

**R9-20-104.A.1.2.**

**21**

R9-20-104. License Renewal

A. To renew a license, a licensee shall submit the following information to the Department at least 60 days but not more than 120 days before the expiration date of the current license:

- 1. An application packet that includes the items in:
  - a. R9-20-103(A)(1)(a) through (A)(1)(e)(iii);
  - b. R9-20-103(A)(1)(f) through (A)(1)(j);
  - c. R9-20-103(A)(1)(l) through (A)(1)(s)
  - d. R9-20-103(A)(2); and
  - e. If a change has been made to an item in R9-20-103(A)(1)(e)(iv), each item in R9-20-103(A)(1)(e)(iv) to which a change has been made;
  - f. If a structural modification has been made to the building, R9-20-103(A)(1)(k);
- 2. The fees required in 9 A.A.C. 10, Article 1.

**R9-20-201.B.2.n.**

**20**

R9-20-201. Administration

B. A licensee shall ensure that:

- 2. The clinical director develops, implements, and complies with policies and procedures that:
  - n. Establish the process for warning an identified or identifiable individual, as described in A.R.S. § 36-517.02(B) through (C), if a client communicates to a staff member a threat of imminent serious physical harm or death to the individual and the client has the apparent intent and ability to carry out the threat; and

**R9-20-408.B.2.g.**

**19**

R9-20-408. Assistance in the Self-Administration of Medication

B. A licensee of an agency that provides assistance in the self-administration of medication shall ensure that policies and procedures are developed; approved by a medical practitioner, pharmacist, or registered nurse; implemented; and complied with and include:

- 2. Procedures for:
  - g. Assisting a client in obtaining medication and ensuring that a client does not run out of medication; and

**R9-20-208.I.**

**18**

**R9-20-208. Admission Requirements**

I. A licensee shall ensure that receipt of the applicable information in subsection (H) is documented by having the client or the client's parent, guardian, custodian, or agent sign and date an acknowledgment that the client or the client's parent, guardian, custodian, or agent received the information.

**R9-20-204.I.4.f.**

**17**

**R9-20-204. Staff Member and Employee Qualifications and Records**

I. A licensee shall ensure that a personnel record is maintained for each staff member that contains:

4. Documentation of:

f. The clinical supervision required in R9-20-205, if applicable;

**R9-20-209.I.3.a.f.**

**17**

**R9-20-209. Assessment and Treatment Plan**

I. A licensee shall ensure that an initial treatment plan is developed for each client that:

3. Includes:

a. The client's presenting issue;

b. The behavioral health services or ancillary services to be provided to the client until completion of the treatment plan in subsection (J);

c. Identification of individuals or entities to provide behavioral health services or ancillary services in subsection (I)(3)(b);

d. The information in subsection (J) for a client:

i. Receiving DUI treatment,

ii. Receiving misdemeanor domestic violence offender treatment,

iii. Receiving counseling,

iv. Receiving treatment of the client's behavioral health issue with medication,

v. Admitted to an inpatient facility or residential agency, or

vi. Receiving opioid treatment according to Article 10;

e. The signature and date signed, or documentation of the refusal to sign, of the client or the client's guardian or agent or, if the client is a child, the client's parent, guardian, or custodian; and

f. The signature, professional credential or job title and date signed of:

i. The staff member developing the treatment plan; and

ii. If the treatment plan was completed by a behavioral health technician, the behavioral health professional who reviewed the treatment plan;

**R9-20-214.A.6.**

**16**

**R9-20-214. Environmental Standards**

A. A licensee shall ensure that:

6. Except as described in subsection (A)(7), a toxic or other hazardous material stored by the licensee on the premises is in a labeled container in a locked area other than a food preparation or storage area, a dining area, or a medication storage area;

**R9-20-408.B.2.b.**

**16**

R9-20-408. Assistance in the Self-Administration of Medication

B. A licensee of an agency that provides assistance in the self-administration of medication shall ensure that policies and procedures are developed; approved by a medical practitioner, pharmacist, or registered nurse; implemented; and complied with and include:

2. Procedures for:
- b. Informing a client when medication should be taken;

**R9-20-408.B.2.c.**

**16**

R9-20-408. Assistance in the Self-Administration of Medication

B. A licensee of an agency that provides assistance in the self-administration of medication shall ensure that policies and procedures are developed; approved by a medical practitioner, pharmacist, or registered nurse; implemented; and complied with and include:

2. Procedures for:
- c. Ensuring that a client takes only medication prescribed for the client and that medication is taken as directed;

**R9-20-408.B.2.d.**

**16**

R9-20-408. Assistance in the Self-Administration of Medication

B. A licensee of an agency that provides assistance in the self-administration of medication shall ensure that policies and procedures are developed; approved by a medical practitioner, pharmacist, or registered nurse; implemented; and complied with and include:

2. Procedures for:
- d. Observing a client taking medication;

**R9-20-211.D.2.a.**

**15**

R9-20-211. Client Records

- D. A licensee shall ensure that a client record contains the following, if applicable:
2. The name and telephone number of:
- a. An individual to notify in case of medical emergency;

**R9-20-408.B.1.a.i.iii.**

**15**

R9-20-408. Assistance in the Self-Administration of Medication

B. A licensee of an agency that provides assistance in the self-administration of medication shall ensure that policies and procedures are developed; approved by a medical practitioner, pharmacist, or registered nurse; implemented; and complied with and include:

1. A requirement that each client receive instruction in the use of the prescribed medication and information regarding:
- a. The prescribed medication's:
- i. Anticipated results,
- ii. Potential adverse reactions, and
- iii. Potential side effects; and

**R9-20-408.B.3.**

**15**

R9-20-408. Assistance in the Self-Administration of Medication

B. A licensee of an agency that provides assistance in the self-administration of medication shall ensure that policies and procedures are developed; approved by a medical practitioner, pharmacist, or registered nurse; implemented; and complied with and include:

3. A list of the staff members authorized to assist a client in self-administration of medication and to have access to a client's medication;

**R9-20-204.I.4.d.**

**14**

R9-20-204. Staff Member and Employee Qualifications and Records

I. A licensee shall ensure that a personnel record is maintained for each staff member that contains:

4. Documentation of:

d. The performance reviews required in R9-20-201(D);

**R9-20-209.F.1.a.b.**

**14**

R9-20-209. Assessment and Treatment Plan

F. A licensee shall ensure that:

1. A client's assessment information is reviewed and updated:

a. When additional information that affects the client's assessment is identified, and

b. At least once every 12 months; and

**R9-20-214.G.1.2.**

**14**

R9-20-214. Environmental Standards

G. A licensee shall ensure that:

1. An evacuation path is conspicuously posted on each hallway of each floor of the facility; and

2. A written disaster plan is developed and maintained on the premises.

**R9-20-201.C.3.a.**

**13**

R9-20-201. Administration

C. A licensee shall ensure that:

3. The following information or documents are conspicuously posted on the premises and are available upon request to a staff member or client or a client's family member, guardian, custodian, designated representative, or agent:

a. The client rights listed in R9-20-203, in English and Spanish;

**R9-20-204.I.4.h.**

**13**

R9-20-204. Staff Member and Employee Qualifications and Records

I. A licensee shall ensure that a personnel record is maintained for each staff member that contains:

4. Documentation of:

h. The staff member's completion of the training required in R9-20-206(B), if applicable;

**R9-20-201.B.1.c.i.iii.**

**12**

R9-20-201. Administration

B. A licensee shall ensure that:

1. The administrator or clinical director develops, implements, and complies with policies and procedures that:

c. Establish specific steps and deadlines for:

i. A client to file a grievance,

ii. The agency to respond to and resolve a client grievance; and

iii. The agency to obtain documentation of fingerprint clearance, if applicable;

**R9-20-201.B.2.k.**

**12**

R9-20-201. Administration

B. A licensee shall ensure that:

2. The clinical director develops, implements, and complies with policies and procedures that:

k. Establish the process for developing and implementing a client's assessment and treatment plan;

**R9-20-201.C.3.d.**

**12**

R9-20-201. Administration

C. A licensee shall ensure that:

3. The following information or documents are conspicuously posted on the premises and are available upon request to a staff member or client or a client's family member, guardian, custodian, designated representative, or agent:

d. The location at which inspection reports required in subsection (C)(2)(b) to be on the premises of the agency are available for review or can be made available for review;